



Policy

Incident Management

Endorsed by: CEO

Document Owner: Organisational Management

Section 1: Preamble

Goulburn Options is committed to providing a safe and supportive environment for our participants, workforce and community. This policy ensures all incidents are appropriately reported, managed and resolved in a timely and transparent manner. Goulburn Options' approach to incident management is embedded in risk reduction and continuous improvement principles and recognises the organisation's responsibility to maintain the dignity and rights of all stakeholders.

This policy relates to clinical incidents, occupational health and safety incidents and hazards, and non-clinical incidents which may relate to property, environment, systems, process or practices. It establishes the principles which underlie all incident management at Goulburn Options and ensures compliance with all legal and regulatory requirements.

Section 2: Policy Statement

As part of the organisation's incident management responsibilities:

- Goulburn Options promotes safety, risk management, and safeguarding at all levels of the organisation
- Goulburn Options is committed to ensuring the rights of our participants, workforce and community are upheld and supported, including the right to access safe work environments and systems
- Goulburn Options fosters a culture of continuous improvement with a proactive approach to risk management and incident prevention
- All People of Goulburn Options are responsible for the identification and escalation of incidents to their relevant leader, and to assist in the management of incidents in a timely and transparent manner
- Where an incident or allegation involves the CEO, the matter will be referred to the Goulburn Options Board Chair to maintain integrity and transparency
- Incident Management procedures clearly define the roles and responsibilities of the incident management process, and ensure these obligations are understood by relevant stakeholders
- Where an incident does occur, Goulburn Options ensures that any persons affected are appropriately supported and treated in a timely manner, and that all incidents are reviewed and managed to prevent any further harm
- Goulburn Options ensures the principles of procedural fairness are maintained, and assures incidents may be reported and investigated without fear of retribution, openly and fairly, with appropriate consideration to the accessibility, communication, and cultural needs of individuals
- An advocate or support person may be accessed to support an individual during an incident management process
- Goulburn Options commits to organisational transparency – all incidents involving participants are openly discussed with participants and/or their chosen representative/advocate, and information regarding corrective actions or improvements. An apology is offered by the organisation where relevant.

- All incidents are reported, recorded and managed via the Goulburn Options Incident Register in line with incident management procedures.
- Incident evaluation is regularly undertaken to ensure risks are minimised, trends are identified, and continuous improvement actions are created.
- Incident summaries, trend data and continuous improvement activities are reported through Goulburn Options' internal meeting structure to ensure transparency and strategic analysis
- Goulburn Options maintains compliance in line with legislative and regulatory obligations, including mandatory reporting to bodies such as:
 - NDIS Quality and Safeguards Commission
 - DSOA
 - WorkSafe
 - Reportable Conduct Scheme
 - Safe Transport Victoria
- All members of the Goulburn Options workforce receive training and refresher education and mentoring on effective incident management and reporting. Participants are provided comprehensive information about incident management upon their induction to Goulburn Options in a format which best supports their understanding. This includes information specific to participants under the age of 18.
- Relevant leaders ensure members of the Workforce are informed of the results, recommendations and outcomes of incident investigations in a timely manner and supported to implement necessary actions.
- Continuous improvements and/or risk management actions are regularly reviewed for successful implementation.
- Goulburn Options leadership effectively and transparently complete mandatory external reporting activities in line with legislative and regulatory requirements including satisfactory information provision, and timelines
- Goulburn Options maintains a contemporary understanding of incident and risk management procedures and practices to ensure quality service delivery is maintained for all stakeholders.

There are no exclusions to this policy.

Section 3: Roles

Role	Responsibilities and Accountabilities
Board	<ul style="list-style-type: none"> • Ensure the principles of this policy and underpinning legislation are applied at Goulburn Options • Promote safety, risk management and safeguarding at all levels of the organisation • Ensure Executive Management accountabilities for transparent reporting and resolution of incidents to ensure compliance
Executive Management	<ul style="list-style-type: none"> • Lead and ensure Goulburn Options fosters a proactive risk management and continuous improvement culture • Oversee the appropriate management, reporting and resolution of incidents in a timely and transparent manner • Ensure mandatory external reporting is completed
Team Leaders	<ul style="list-style-type: none"> • Lead the timely and transparent management of incidents

	<ul style="list-style-type: none"> • Ensure all members of the Workforce are aware and capable of implementing the content of this policy, including ongoing mentoring, support and training on effective incident management and risk reduction • Complete comprehensive and timely incident evaluations, and ensure corrective actions and continuous improvement activities are implemented and monitored • Ensure workforce is informed of investigation results, recommendations and actions • Maintain transparency with participant and representatives regarding incident outcomes and necessary corrective actions
Workforce (Administration, Disability Support Workers, Students, Volunteers)	<ul style="list-style-type: none"> • Identify and report all incidents in a comprehensive and timely manner • Assist in the management of incidents and support the implementation of corrective actions • Participate in training and mentoring on effective incident management • Support the safety, dignity and rights of participants during and after incidents

Section 4: Related Documentation

Document Name	Document Type
Incident Management	Procedure
Incident Register	Register
Code of Conduct	Policy
Continuous Improvement	Policy
Emergency Management	Policy
Health and Safety	Policy
Key Elements of Participant Safety and Wellbeing	Policy
Promoting and Protecting Human Rights	Policy
Risk Management	Policy
Safeguarding	Policy
Training and Development	Policy
Workplace Harassment, Sexual Harassment, Bullying and Violence	Policy
Child Safety and Wellbeing	Policy
Participant Injury and Illness Record Form	Form

Section 5: Definitions

Term	Definition
Incident	Any event that causes or has the potential to cause harm to participants, workforce, property, or the environment. Incidents can be clinical, or non-clinical.
Clinical Incident	An incident involving the care or well-being of a participant or staff member, such as a medical emergency, treatment error, or adverse event.
Non-Clinical Incident	An incident related to property, environment, systems, processes, or practices that does not involve direct participant care, but still affects safety or service delivery.
Risk Management	The process of identifying, assessing, and controlling threats to the organisation's participants, workforce, property, or reputation.
Safeguarding	Measures taken to protect participants, especially those who are vulnerable, from harm, abuse, or neglect.

Procedural Fairness	Ensuring a fair and transparent process in reporting, investigating, and managing incidents, without fear of retribution.
External Reporting	The mandatory reporting of incidents to external bodies, such WorkSafe or the NDIS Quality and Safeguards Commission, in compliance with legal and regulatory requirements.

Date of Last Review:	May 2025	Date of Next Review:	May 2027
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